

## CHILD SUPPORT EMPLOYER ELECTRONIC FUNDS TRANSFER REGISTRATION PROCESS

### SECURE AND ENCRYPTED WEBSITE

**Note: Please DO NOT use your browser's back and forward options to navigate this application. Use the buttons provided in the application.**

North Dakota's Child Support Enforcement Program has implemented a secure and encrypted website for use by employers who are required to remit income withholding payments to North Dakota's State Disbursement Unit (SDU). To insure the security of the information the employer records on the website, the employer must pass through a registration process which will validate their information against information from the Child Support computer system. All actions begin from the Child Support website, located at [www.childsupportnd.com](http://www.childsupportnd.com).

At the top of the page, click on the '**Online Services**' link (located within the shaded box). Then click on the '**Employer EFT (Electronic Funds Transfer)**' link. You will be presented with a screen from which the registration process can be initiated.

To register for the North Dakota's Child Support Employer Electronic Funds Transfer (Employer EFT) system is a three-step process.

#### **STEP #1 - OBTAIN A STATE OF ND LOGIN ID**

Register for the State of North Dakota Login ID using the '**Employer Registration**' link. During this sign up process you will assign yourself your own Login ID and Password and write two security questions that you must answer should you ever forget your password. **Print** the page before submitting so you have your Login ID, Password and questions and answers. After submitting you will receive a confirmation email. Follow the instructions provided on the confirmation email. This will bring you back to the Password Confirmation page, where you will enter your password you have just assigned to yourself. Then at the Child Support Employer Electronic Funds Transfer- Login page, you will enter your Login ID and Password. You will be presented with the web page on which you will request the Child Support authorization code.

#### **STEP #2 - OBTAIN A CHILD SUPPORT AUTHORIZATION CODE**

The next step in the process is to request an authorization code that will be mailed to your business address. Simply enter the Federal Employer Identification Number (FEIN) of your business. You will be presented with a screen displaying the address for the business, as maintained on the Child

Support computer system. If the business address is not correct, please contact the Employer EFT Administrator at one of the numbers provided at the bottom of this document.

If you receive message “no employer was found for the FEIN”, contact the Employer EFT Administrator.

Enter the name of the individual to whom the letter containing the authorization code is to be addressed.

The authorization code will be mailed to you the next business day.

Once that letter containing the Child Support authorization code has been received, you may complete the process of accessing the secure and encrypted website.

### **STEP #3 - COMPLETE REGISTRATION ON THE WEBSITE**

Once your authorization code has been received, you **must register your code within 30 days from date of letter**. Enter the Child Support website at [www.childsupportnd.com](http://www.childsupportnd.com) and click on the ‘Child Support Online Services’ link (located within the shaded box), then select the ‘Employer EFT’ link and enter your Login ID and Password. You will be presented with the Request and Register Authorization Code web page. As you have already requested and received the authorization code, proceed to Part II at the bottom of this page to register that authorization code. Enter your FEIN and the authorization code you received in the mail. You will be presented with the New Employer Registration page.

On this screen you will **record the names, addresses, phone numbers, and email addresses of the primary and secondary contact people** for employer EFT. It is advised that you have a secondary contact. Each employee that needs to have access to the secure website should use his or her own authorization code, as their ID’s are tracked in the website. The primary contact may **request additional authorization codes** which are found at the bottom of the Employer page using the ‘Generate Authorization Code for this Employer’ link. This limits the number of people who can enter or change information on the website. When a payment is debited from your account, both the primary contact and the secondary contact people receive an email confirming the debit. Two contact people also insure adequate coverage when something needs to be done. For example, if a payment has been set to process on a specific date, but that payment has not been ‘authorized’, both the primary and secondary contact people receive automatic emails from the website. If the email only goes to one person, and that person is on a two-week vacation, no one within the business will be aware of the problem, or take action to correct it. This could mean that

income withholding payments intended for the family are not going to be processed in a timely manner, and the employer could be held responsible for the delay in making the payment.

An employee's security to enter information onto the website can be deleted when that employee no longer works for your business. This is one important reason for having both a primary and secondary contact person within the business. Should one of those individuals terminate employment, or be terminated, you may want to revoke the terminated individual's security to the website immediately. This action can be taken by the other individual who is still employed in your business.

You will also **record the maximum amount that can be debited from your bank account in a single transaction**, based on the income withholding orders currently in effect. This number can be adjusted up or down at any time as new child support obligors are hired, or existing child support obligors terminate their employment. The maximum single payment threshold amount is required for your protection. If your maximum single monthly payment is \$800.00, with payments coming on behalf of three child support obligors in the amounts of \$400, \$200, and \$150, and you accidentally type the first individual's amount as \$4000 instead of \$400, the system could debit \$4,350 from your account instead of the \$750 that you intended. By entering the maximum single payment threshold amount, you will receive an error message if you ever attempt to authorize payments in excess of that amount. You have the ability to change that maximum single payment amount up or down as necessary.

Finally you will **provide information on the bank account** that you wish to have the income withholding payments debited from, including any name you wish to give the account, the type of account (checking or savings), the bank's name, address, and phone number, the bank's routing transit number, and your specific account number. The 'account description' is for your use only. This gives you an easy way to name different accounts that you manage that are attached to the same bank account. For example, you may have a 'monthly payroll' account that is different from your 'weekly payroll' account. The account description can be changed at a later time, should you wish to make such a change.

Once bank account information has been entered, there is a **10 day prenote process** to verify the account. Payments cannot be created until after the 10 days. After the 10 days the Account Status will change from VERIFYING ACCOUNT to ACTIVE and at that time payments may be created. Bank account information may be changed at any time, but is subject to the 10 day prenote process to verify the new account information. Additional bank accounts can be added. Since all new accounts cannot be used for 10 days, it is recommended to continue using the old account until the new account has been verified. The old account may be deleted at any time.

From this New Employer Registration page you must view, and should print off, the **Terms and Conditions**. This is the contractual agreement between you as the employer and the Department of Human Services, the state agency that administers the Child Support Enforcement program. When that document has been read, indicate that you accept the terms of the program.

You must also indicate that you are **authorized to act on behalf of the employer** in using Employer EFT.

When the New Employer Registration page has been completed successfully, you will be taken to the Main Menu of the employer Electronic Fund Transfer system. From now on when you enter the Child Support website and enter your Login ID and password, you will come directly to this Main Menu page.

From this Main Menu web page you can take actions to begin processing income withholding payments to North Dakota's child support program, register your authorization code for use by a second employer sharing the same FEIN as the primary employer, or link to other web pages that provide more information about this web application or the Child Support program in general.

When **doing payroll for multiple employers**, you can obtain multiple authorization codes so only one login id has to be used. To do this, use the "New Employer Request" link, which is found in the Authorization Code box.

If you have questions or concerns, please contact the Employer EFT Administrator at 328-3339 (local Bismarck area), 1-800-251-8685 (state-wide in North Dakota), or 1-800-231-4255 (nation-wide). The Employer EFT office is located in Bismarck, North Dakota and is open from 8:00 AM to 5:00 PM Central Time.